



PLANON PRINTSTIK 900 SERIES USER GUIDE



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TABLE OF CONTENTS

Thanks from Planon.....	Pg 1
Introducing the PrintStik.....	Pg 2
PrintStik Specifications.....	Pg 3
PrintStik Contents.....	Pg 4
Charging the PrintStik.....	Pg 5
PrintStik Main Hardware Control Panel.....	Pg 6 - 10
Personal Computer Software Installation.....	Pg 10 - 11
PrintStik Personal Computer Software Usage.....	Pg 11 - 12
PrintStik Personal Computer Bluetooth Pairing.....	Pg 12 - 13
Windows Printing Preferences.....	Pg 14 - 15
Printing Paper.....	Pg 15
Paper Insertion.....	Pg 16
Blackberry Blue.....	Pg 17 - 20
Frequently Asked Questions.....	Pg 21 - 22
Warranty Information.....	Pg 23

THANKS FROM PLANON

Hello my name is Douglas Verkaik, CEO of Planon System Solutions Inc. I wanted to personally thank you for your purchase of our PrintStik 900 series Bluetooth Printer. It has taken much time investment and hard work of a team of individuals at multi-locations in Planon to develop the right kind of products for the 21st century that is practical, efficient, and effective! Let's face it, things are rapidly changing and needs are changing which has made convenience and mobility more important than ever.

Originally impacting the market with our portable color and black and white scanners, we have brought customers practical personal and business solutions. And now with a proven successful track record we have come to a new horizon in a new arena with this Bluetooth mobile printer known as the PrintStik. You will find the PrintStik to be light weight and durable. We here at Planon hope you make the most of your product. It is delighting to see that it has gotten into the rights hands with customers like you.

By all means, please contact us any time letting us know your success story. We'd love to hear about it! And make sure you are registered with us for future products and promotions.

Sincerely,

Douglas Verkaik

INTRODUCING THE PRINTSTIK



“The future of Printing will never be the same again...nor will the mobile office”

PLANON has created a technical marvel. At barely over 11” long and only 1.5 pounds in weight, the Bluetooth enabled PrintStik is the ultimate traveling companion. The PrintStik is a fully self-contained and most convenient printer complete with paper and battery making it the smallest in the market. Using advanced Printing Technology, the Bluetooth enabled PrintStik eliminates the need for messy and expensive ink, toner, or ribbons. The Bluetooth connectivity provides a simple, reliable cable-free printing connection of up to 100 meters (approximately 300 feet) to your laptop , PDA or other handheld Bluetooth.-enabled devices.



PRINTSTIK

SPECIFICATIONS

Type	900 Series
Size	Approx 25mm x 48mm x 280mm (~ 1" x 1.9" x 11")
Weight	1.5 lb. (513 g) including paper cartridge
Resolution	Approx 200x100dpi, 200x200dpi, 200x400dpi
Method	Direct Thermal Printing
Speed	Up to three pages per minute
Paper sizes (Roll)	Paper Cartridge 8.5" wide 20 pages
Interface	Wireless Bluetooth + Standard USB 2.0
Power supply Options	AC - 100-240 VAC, 50 or 60 Hz with AC Adapter
Number of pages per charge	Up to 30 pages
Battery type	PrintStik Rechargeable Lithium-ion Polymer
Regulatory	CE, IC, FCC
Operating System Supported	XP, Vista, Blackberry, other Java phones (Check Website for new additions)

PrintStik Contents

After opening the packaging of your PrintStik, please make sure you have the following items inside the box:

1. PrintStik
2. Quickstart guide
3. Installation CD
4. USB Zip Cable
5. Hard Case*
6. Wall Charger
7. Travel Case**

CONTENT picture goes beneath each item

*These items are included only in the 950 series PrintStik

**These items are only included in the 910 series PrintStik

CHARGING YOUR PRINTSTIK

Electrical Connectivity

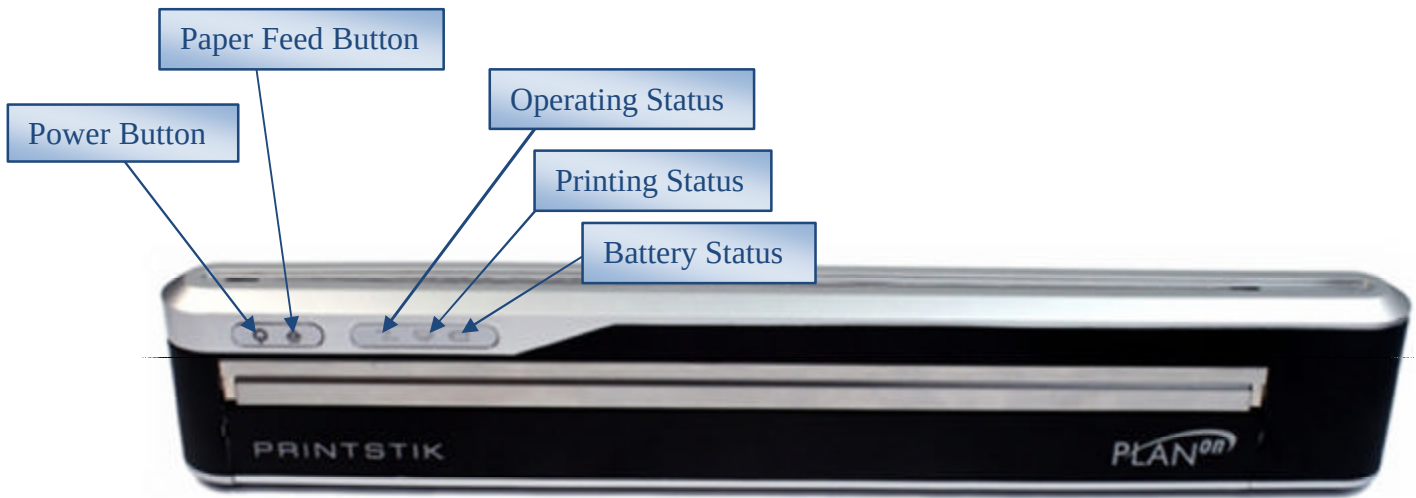
The PrintStik has an internal rechargeable battery. This gives the mobility to print without any connection to an external power source. The PrintStik can only function if the battery has a charge. There are two main options to how it can be charged discussed below:

Connecting to an AC Outlet

The PrintStik has the ability to connect to a typical wall outlet (AC) via the included wall charger. When connected the PrintStik battery symbol and “Z” symbol lights will turn on (see page 8 for more information). This signifies the charging of the PrintStik. It takes one hour and twenty minutes for a full charge. See the picture below for clarification:

***PICTURE - PrintStik connecting to a wall.**

PrintStik Main Hardware Control Panel



Power Button

This button can turn the PrintStik on or off. Turning the PrintStik on requires holding the button down for three seconds. After this brief period the button can be released. At this point, the **“Operating Status Light”** and **“Printing Status Light”** will light up signifying the PrintStik is on and operational.

When turning PrintStik off, the power button would need to be pressed down firmly for another three seconds. Once the button is released, the **“Operating Status Light”** and **“Printing Status Light”** should both be turned off signifying the PrintStik is off.

Paper Feed Button

The main function of the **“Paper Feed Button”** is to insert paper into the PrintStik and to release paper. Inserting paper is important for loading a thermal paper roll, paper cartridge or single sheet (more information would be provided in the paper insertion section of this instruction manual). Releasing paper is useful to provide spacing after printing and for paper removal.

PrintStik Print Testing

The PrintStik has a convenient method to test its printing ability quickly. This can be accomplished easily by pressing the Paper feed button and the Power button simultaneously. Once this is done, the following statement would be printed ten times:

“The printer is ready. This is a testing line”

Printing Status

The “Printing Status” being on provides notification that the Printstik is currently printing.

Battery Status

The “Battery Status” light shows different color lighting in relation to the amount of battery life remaining. The color code and representation is shown below:

 = 76-100 percent battery life remaining

 = 26-75 percent battery life remaining

 = 1-25 percent battery life remaining

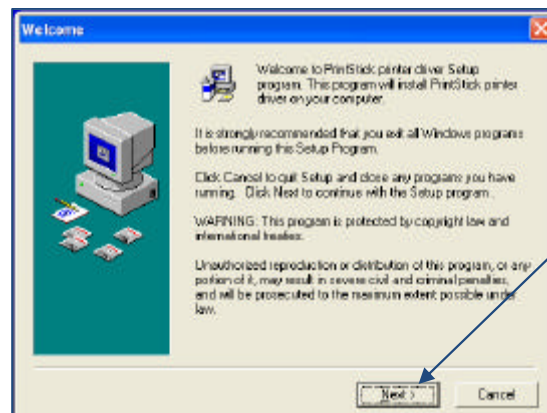
Operating Status

This light which is in the shape of a “Z” letter signifies that the printer is on and Bluetooth connectivity is established.

Personal Computer Software Installation

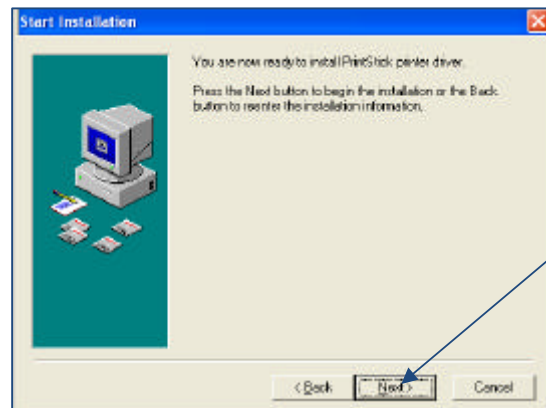
*The following software installation Bluetooth printing through a personal computer. This requires that the computer is Bluetooth enabled whether internally or externally upgraded for Bluetooth capability.

1. Open your PrintStik installation CD
2. Select the “Install PrintStik.exe” file
3. The following page will appear. It addresses copywrite information and advises the importance of closing any other programs to ensure a complete and smooth installation. Left click “Next” to continue.



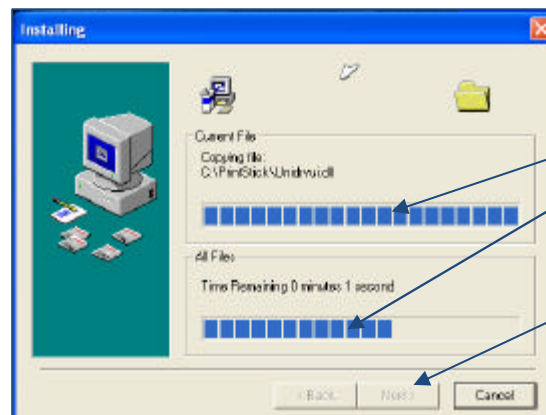
Choose “Next”
to continue

4. The next screen (shown below) reveals that the installation process is ready to begin. Clicking on the “next” button at this point will begin the actual installation.



Choose “Next” to begin installation

5. As depicted below, installation has begun and its status is shown by the blue bar that progressively extends as the PrintStik driver files are being installed. The files from the CD are being copied into the designated area of your computer automatically. Once completed left click “Next” to finish.



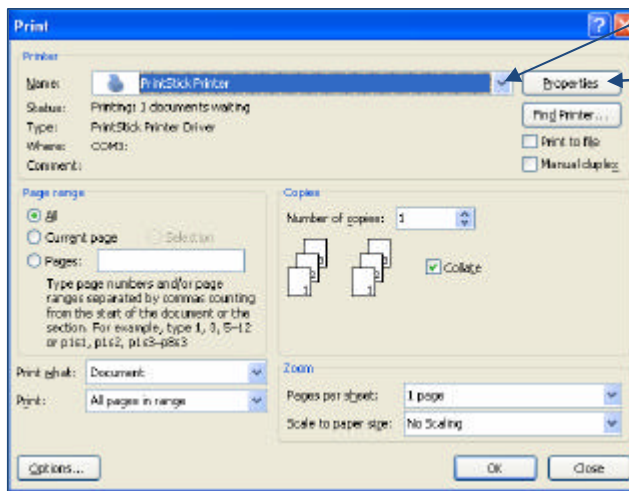
Installation Progress and Status

Choose “Next” to complete

PrintStik Personal Computer Software Usage

The PrintStik driver is now installed into the computer. This means that it can now be chosen for printing any time printing is required as seen in the screen shot shown below.

To change printing preferences with the PrintStik, the “Properties” button can be chosen with the PrintStik selected to adjust printing preferences (ie. resolution settings).



The PrintStik can be chosen as an option for printing.

Choose to set printing preferences.

When the “Properties” button is selected, the following screen will appear with two tabs for setting the printing preferences of the PrintStik. There is the “Layout” tab (Figure 1) and the “Paper/Quality” tab (Figure 2). Select and set accordingly. The “Advanced..” button can be selected for more advanced options.

Select for Advanced options

Figure 1

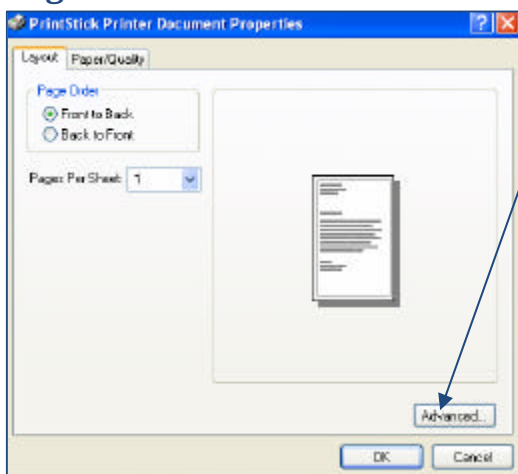
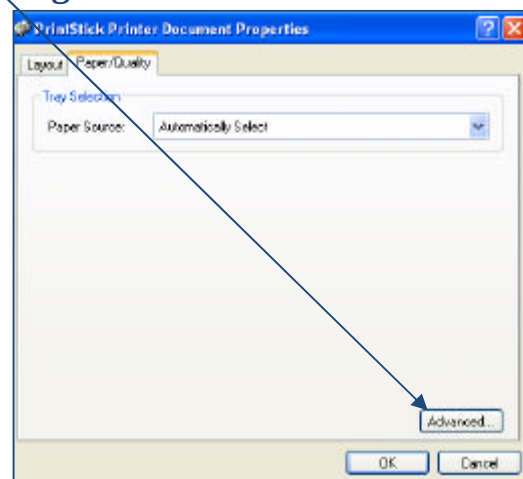
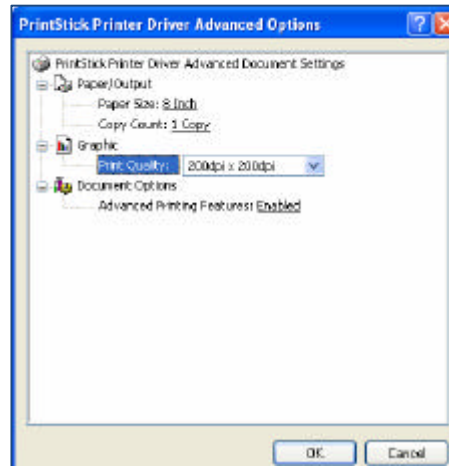


Figure 2



Selecting the “Advanced...” button opens the screen below with options available for paper size, number of copies, print quality, and advanced printing features. Once these are set, “OK” can be chosen.

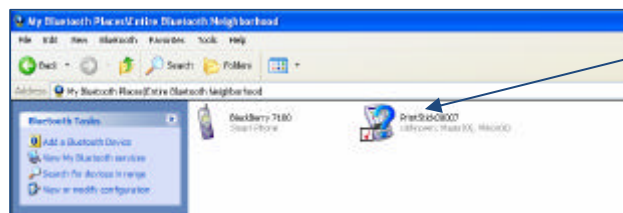


*for detailed information regarding the various settings of these preferences, please refer to the Windows instructional manual that addresses printing.

Prinstik Personal Computer Bluetooth Pairing

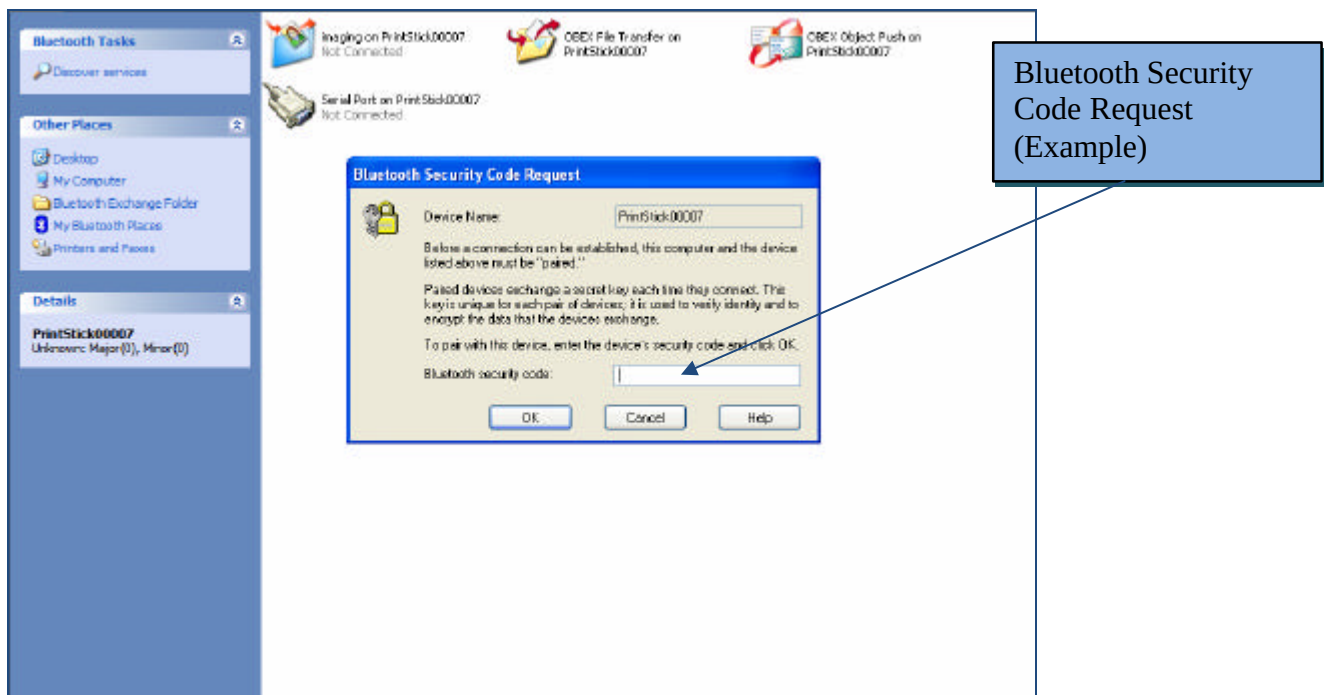
As with all Bluetooth devices, the PrintStik would have to be paired with the computer before printing as is described below:

1. The PrintStik must first be turned on (Refer to Page 8 for more details). Once on, Bluetooth connectivity is immediately available. It is ready to be paired with any Bluetooth enabled device at this point.
2. To prepare the computer for pairing, please refer to the instruction manual that addresses the computer's bluetooth capability (this may be internal or an external Bluetooth enabling device).
3. When searching for Bluetooth devices through the computer's Bluetooth software, the PrintStik icon will be found signifying that it can be paired as shown below.



Printstik Icon shown
for pairing

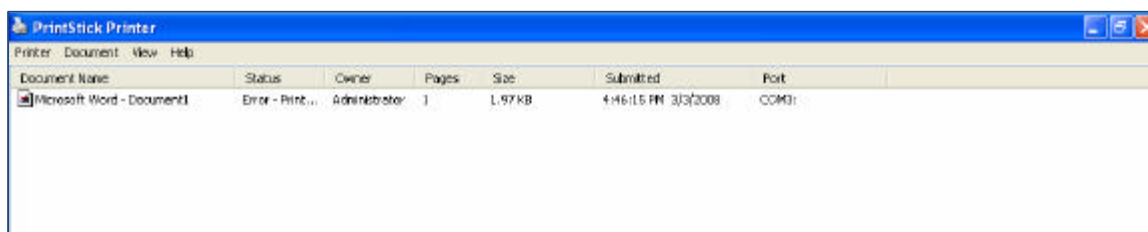
1. In order to complete the pairing of the Printstik, the “Bluetooth security code” will be requested. An example is shown below of this kind of request. (This can be carried out in different ways depending on the Bluetooth device’s software being used). The code to enter in is “0000”.



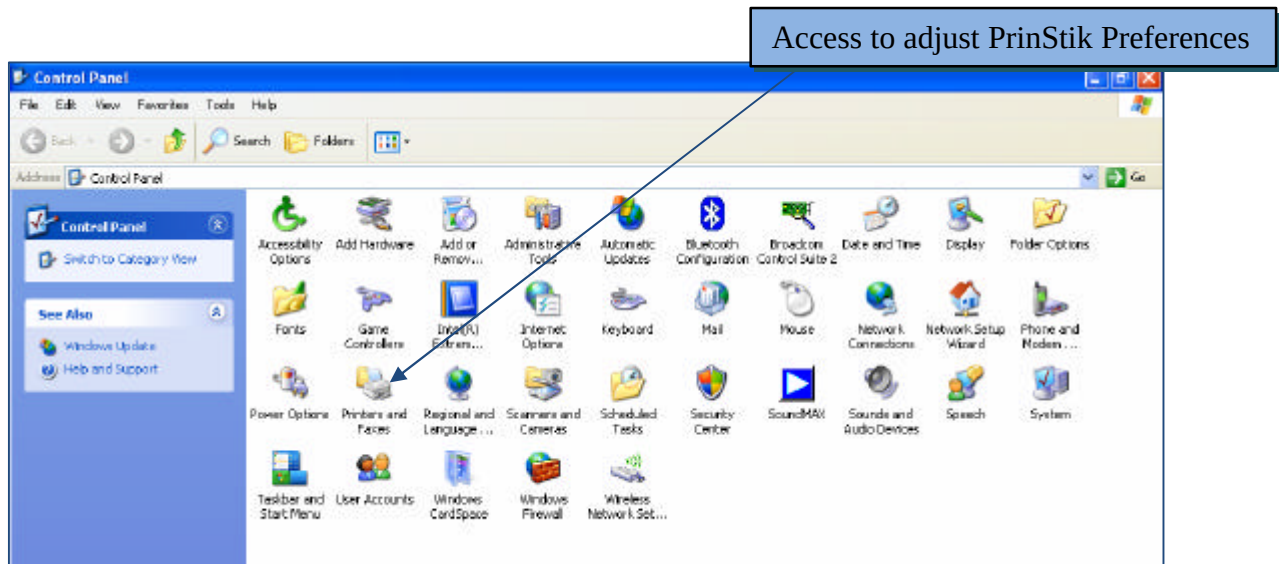
Once the serial port connection is established, the PrintStik is fully paired and can be chosen to print.

Windows Printing Preferences

After printing has been chosen, there will be an icon of a printer shown at the bottom right of computer screen. Printing preferences can be accessed and adjusted accordingly through this screen. It can be clicked on to look at the printing que status of the Printstik (when it has been chosen to print):



This is a part of the windows configuration. It can also be accessed through the “Control Panel” found in the start menu of windows. For more information, consider the Windows instruction manual in regards to Printers.



Thermal Printing Paper

The PrintStik uses special printing technology to print on specially designed paper known as thermal paper. It is recommended that the thermal paper used with it should only be those that Planon has approved. Currently available through Planon are 8.5 by 11 thermal cut sheets, 8.5 by 14 thermal cut sheets, and two kinds of thermal paper rolls 8.5” by 99’. And of course the standard printing cartridge is also available. For more information and pricing please talk to a Planon representative (Planon@planon.com) for more details.

Paper Insertion

Planon PrintStik Cartridge Removal

To remove the cartridge, take hold firmly and raise upwards as depicted in the picture below. Then simply pull the cartridge out from the metal arms which it had been connected to. Once it is fully removed from the metal arms, the thermal paper can be torn to detach the cartridge completely. At this point, the “Paper Feed” button can be pressed to remove the remaining paper still held within the PrintStik.

PICTURES NEEDED

Planon PrintStik Cartridge Loading

For Cartridge insertion, make sure that there is no cartridge in the PrintStik and the Printstik must not have any leftover paper with it either.

1. Pull the paper from the small roll in the cartridge 4-6 inches out as shown in the picture
2. Insert the paper in the slot firmly as shown.
3. Press the paper feed button in order to draw the paper into the Printstik while the paper remains in the slot.
4. Once some paper has been taken into the PrinStik, raise the metal arms upwards with the PrintStik laid down (the logo would be facing up)
5. Metail metal arms can now be lined up with the slots on the PrintStik cartridge as depicted in the picture. This will slide the cartridge into place. When it is fully inserted, fold the cartridge back into place.
6. Now it is ready to print

Thermal Sheet and Thermal Paper Roll PrintStik Loading

The process is the same for both of these forms of thermal paper.

1. Remove any cartridge that is connected to the PrintStik
2. Insert the paper in the slot firmly as shown below
3. Press the paper feed button in order to draw the paper in.
4. Paper will emerge from the other end of the PrintStik as shown
5. Now it is ready to print

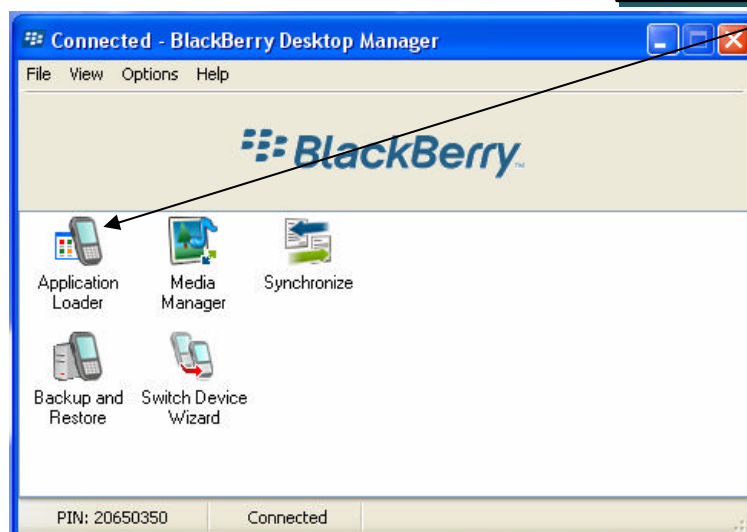
BlackBerry Driver Installation Guide

1. Download BlackBerry Desktop Manager and install on your computer. Copy the following link to download this program:

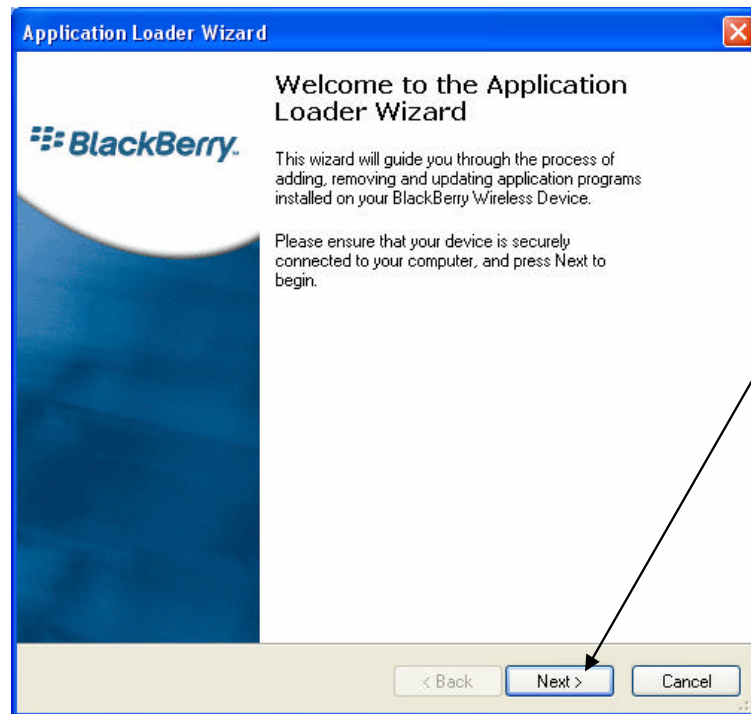
<http://na.blackberry.com/eng/services/desktop/>

2. Use the BlackBerry USB data cable to connect your SmartPhone Device and computer.
3. After you have installed BlackBerry desktop manager, Run it.
4. The following screen will appear
5. Double click the icon “Application Loader” to run.

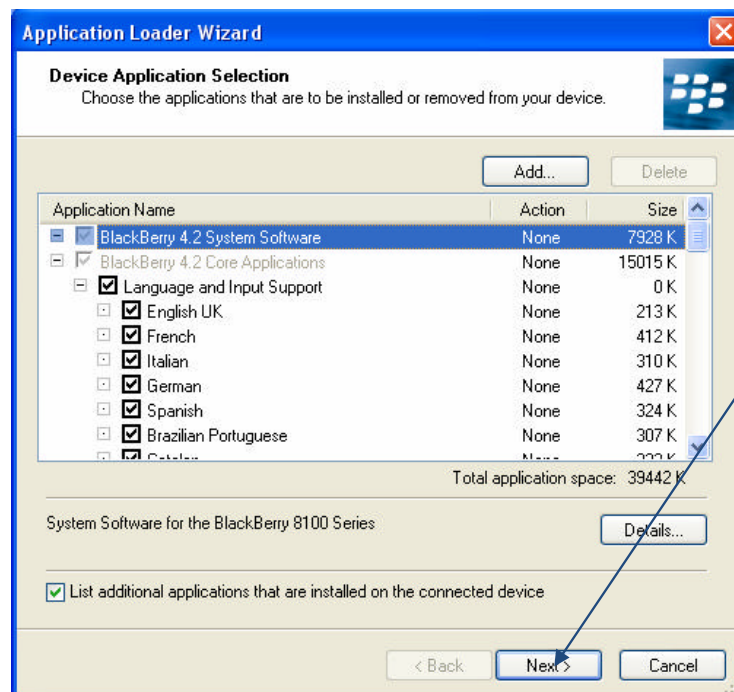
Choose “Application Loader”



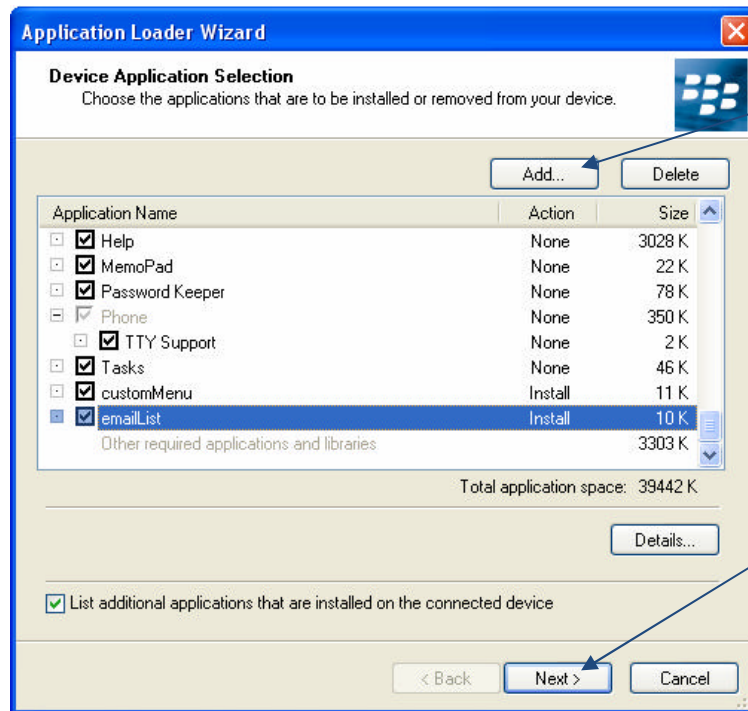
6. Choosing the “Application Loader” leads to the screen below. Click “Next” to continue.



7. Click “Next” to continue



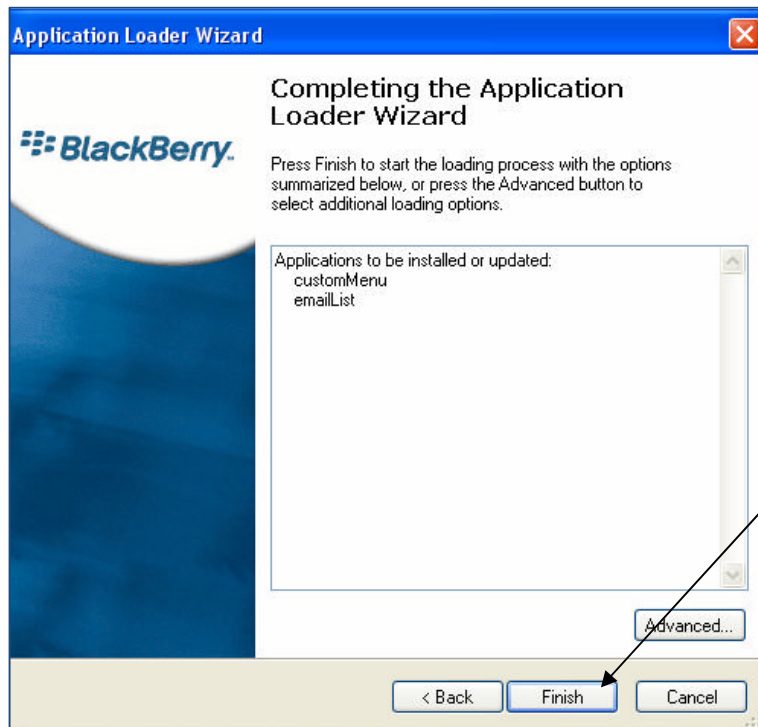
8. Click the “Add...” button to choose the two modules, “customMenu.alx” and “emailList.alx” to add them. Then click “Next” to continue.



1. Click “Add..”

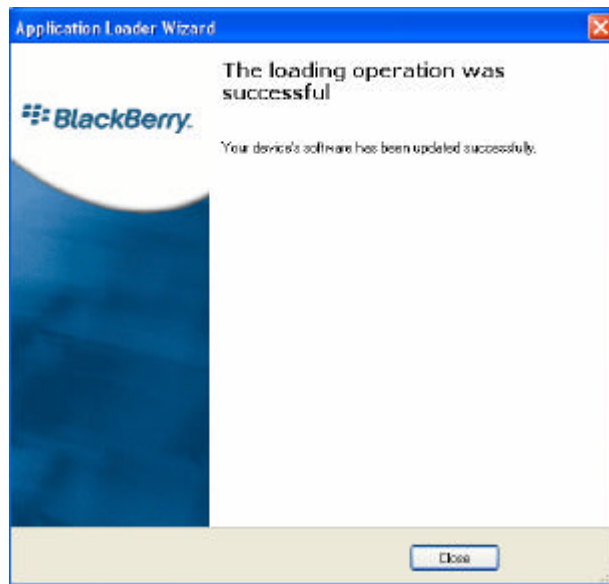
2. Click “Next” to continue

9. Click the “Finish” button, you will see the following picture.



Click “Finish”

10. Click the “Close” button to complete.



11. Check the BlackBerry phone to make sure it is back to normal status. If not, please allow some time for it to be back in normal status (This should only take a few minutes).

12. After the installation, the phone should be checked for the two applications modules:

“emailList” and “customMenu”

13. Run these two applications one by one.

14. From your applications, choose bluetooth application to add your bluetooth printer while the PrintStik is turned on. The Bluetooth code to be used when pairing is “0000”.

15. Go to your email. When viewing email, open it and click the menu key. There should be two options:

- 1. Print...**
- 2. Email List Print**

16. Choose any one, you can print.

Frequently Asked Questions

1. What should be done if thermal paper is jammed within the Printstik rollers?

This situation can be easily solved by holding down the “Paper Feed” Button until the paper is fully released from the PrintStik.

2. How can the PrintStik be kept cleaning and maintained?

The PrintStik should not be used in overly moist environment nor be directly to water. Although, it is okay to lightly damp a cloth in order to wipe it down.

3. What if printer stops printing?

The Printstik can stop printing for numerous reasons which can be addressed below:

1. It may need to be recharged and has run out of battery life.
2. It may be too far away from what it is connected with by Bluetooth. If this is the case, the PrintStik must be brought closer to the Bluetooth enabled device to complete printing.
3. It may not be paired so this should be considered.
4. It may have lost its serial connection and this should be re-established according to the instructions shown in this manual.
5. If the above mentioned solutions are not effective, please contact Planon for more information (support@planon.com)

4. I cannot find the PrintStik when trying to pair it.

When turned on, the PrintStik will perpetually emit a Bluetooth signal. Therefore, make sure that the PrintStik is turned on and try to pair again. If this does not help, consider the configuration setting of the Bluetooth device that is trying to be paired with the PrintStik.

5. The PrintStik seems to get very hot. Is there something wrong?

The PrintStik does not use ink but thermal printing technology. This will cause it to emit heat. When doing a lot of printing it can become hot but this is not a problem. It is designed to handle these higher temperature. As soon as the PrintStik completes its printing, the heat of its surface will quickly go away.

6. Can I use regular paper to print with the PrintStik?

The PrintStik uses specially designed “thermal paper” which it prints on so it is better not to use regular paper for printing.

7. My PrintStik does not seem to be pairing with my Personal Computer. What should I do?

In order to pair, please look at the section of this instruction manual that addresses pairing the PrintStik with a PC. Make sure the PrintStik is on when pairing and be sure to refer to the manual of Bluetooth connectivity of the personal computer being paired with the PrintStik.

8. My PrintStik will not print from my personal computer. How can this be fixed?

In order to address this, you want to first make sure that the PrintStik has been properly paired and that the serial port is connected. Refer to information regarding this stated earlier in this instruction manual. Make sure the PrintStik is close enough to be receiving the Bluetooth signal.

9. When trying to pair I am continually asked for a code to be entered? What should I do?

The code that you are referring to is for pairing the PrintStik with other devices and that number to enter is "0000".

10. I want to pair with other Bluetooth enabled devices other than my blackberry. Will it work?

The PrintStik will continually have more drivers available at no charge for it to be able to pair with many devices like SmartPhones. Please keep abreast with the latest from our website for when these are made available.

11. My PrintStik will not turn on.

This may simply be because the PrintStik needs to be charged. You can follow the charging information that is given earlier in this instruction manual. If you have charged it and this is still happening, please contact our technical support for more information.

12. How long does it take to charge?

It would take 120 minutes to fully charge the PrintStik. Refer to the color of the battery life symbol to understand the level of battery life it would currently have.

13. Can the PrintStik be used while it is being charged?

The PrintStik does have the ability to work while it is being charged. However, it is recommended to disconnect the PrintStik from being charged when it is being used. It should only be connected to a power source to charge.

14. What kind of paper can be used with the PrintStik?

It is best to use the variety of thermal paper offered through Planon. This garrentees that it will work effectively. Planon offers various kinds like 8.5 by 11 Inch cut sheets, 8.5 by 14 inch cut sheets, 8.5 by 99ft rolls (standard quality) and 8.5 by 99 ft (high quality). Planon also offers the thermal paper PrintStik cartridge. Please contact Planon for more information via the Planon.com website and/or Planon@planon.com.

1. When I lost print item from menu in my Blackberry phone, what can I do?

Since you have lost the print item from your menu, you should check the following two application s on your BlackBerry:

- customMenu.
- settingManger

If those applications are still on your BlackBerry, please follow the following steps to solve this problem.

- 1) Run settingManger. On the menu, choose **“Reload Hooks”**. Then you will the screen as following:

“Do you want to Reload Hooks?”

Choose “Yes” radio button;

Click menu key on your BlackBerry, choose **“Save”** to save your settings.

You will go back Main Menu automatically. On the Main menu, Click menu key on your BlackBerry, choose **“Exit”** to exit the settingManger.

- 2) Run “customMenu” to reload your Hooks.

You will see Print item from email menu.

*Otherwise you need to download those two applications to your BlackBerry.

FCC Regulations:
Radio Frequency related information

CE:

The equipment has been tested and found to comply with the essential requirements and other relevant provisions of Directive 1999/5/EC. The Declaration of Conformity related to this product, and other compliance matters can be obtained by sending a request to compliance@datawind.com

FCC:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules.

This device complies with the part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However, there is no guarantee interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: A) Reorient or relocate the receiving antenna. B) Increase the separation between the equipment and receiver. C) Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. D) Consult the dealer or an experienced technician for help.

Caution: Changes or modifications to this equipment not expressly approved by Datawind for the compliance could void the user's authority to operate this equipment.

The antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be collocated or operating in conjunction with any other antenna or transmitter.